



Miami-Dade Water and Sewer Department

Departmental Quarterly Performance Report

**Reporting Period:
FY 03-04
First Quarter**

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Departmental Quarterly Performance Report

DRAFT

Department Name: Miami-Dade Water and Sewer Department

Reporting Period: FY 3-04, First Quarter

MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status	Check all that apply
<p>Goal: Promote responsible stewardship of natural resources and unique community environments</p> <p>Outcome NU 3-1: Continuing supplies of quality drinking water to meet demand.</p> <p>Performance Measures:</p> <ul style="list-style-type: none"> • Increase the number of acres of land purchased per year in Northwest Wellfield Appeared in front of the Florida Cabinet to negotiate an Option to Purchase lands being transferred from the State to Florida Rock. • Average per capita water use per year Average per capita is calculated on an annual basis. Continue to implement the leak detection program. As of December 2003, the Leak Detection Unit has identified 5,415 gallons. • Completion of the design of the Northwest Wellfield ASR Completed design scope of work. Request for design proposal will be submitted to DPM on March 30, 2004. • Complete procurement of a consultant for Phase 1 of an Integrated Water Resources Plan (IWRP) Completed preliminary scope of work. 	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>Goal: Promote responsible stewardship of natural resources and unique community environments</p> <p>Outcome NU 3-2 : Restoration of County construction project site areas to original conditions in a timely manner.</p> <p>Performance Measures:</p> <ul style="list-style-type: none"> • Percent of sites restored to original conditions within the average contract time Fifty percent of the sites were restored to original conditions within the average contract time. 	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

Departmental Quarterly Performance Report

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Goal: Provide timely and reliable public infrastructure services including road maintenance, storm water, solid waste and wastewater management, and safe and clean water delivery system consistent with the Comprehensive Development Master Plan.

Outcome NU 6-2: Reduction in sewage overflows and provision of Sewage systems to unconnected commercial Corridor
Protection of water quality and improved water pressure

Performance Measures:

- Prioritize water improvements.
For the 1st Quarter of FY 03-04, 30 meetings were held with WASD staff and the Program Manager, Earth Tech (ET). There were 13 projects in design, 3 of which were new, and 2 Provided 100% submittals preparing for procurement. Staff and ET worked on developing projects for Commission Districts 1,3,5,6,7,8,9,10 and 13.
- Percent of primary distribution system at least 35 lbs/psi.
One hundred per cent of primary distribution system tested at more than 35 lbs/psi
- Percent compliance with drinking water standards
One hundred per cent
- Percent completion for awarding the implementation contract for EAMS system by Sept. 05
This is Phase I of a County wide project. WASD is working with other Departments in a 10 month engagement. The results will probably be available at the end of 2004.
- Develop implementation plan for the water and wastewater facilities master plans
Water and wastewater projects were prioritized.
- Number of tasks completed to enhance the SCADA system of improved functionality
Ongoing installation of RTUS at WWTP and WTP.
The conversion to Open Enterprise System has been completed ahead of schedule.
This fiscal year Bristol Babcock will write a program which will provide better real time reporting.
- Number of GIS layers created for engineering projects
Two layers exists: Pipelines and Device (Pump or plants). To date GIS has Recorded 132 pipelines projects and 108 device projects in those layers.
- Pursue (P) adequate funding for water and wastewater projects
The Department continues to pursue adequate funding for water and wastewater projects
- Number of tasks maintained to reduce sewage overflows
Routine system cleaning; Accelerated cleaning cycle in area identified with repetitive blockages; Emergency response cleaning
- Number of tasks implemented to maintain 1 hour response time to sewage overflows.
On call personnel in 3 different areas of the County to reduce overall emergency response time; Second shift in 3 different areas of the County to expand normal working hours and provide first response trouble investigation; Reinforced written emergency response protocol in order to strengthen and prioritize all unscheduled maintenance activities.
- Number of tasks completed to provide customers with information on cost of connecting to the sewer system
Perrine/Cutler Ridge Community Council presentation and discussion on special Taxing District took place during this quarter.

Strategic Plan
☒ Business Plan
☒ Budgeted Priorities
☐ Customer Service
☐ ECC Project
☐ Workforce Dev.
☐ Audit Response
☐ Other _____
 (Describe)

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<p>Goal: Provide timely and reliable public infrastructure services including road maintenance, storm water, solid waste and wastewater management, and safe and clean water delivery system consistent with the Comprehensive Development Master Plan.</p> <p>Outcome NU 6-3: Improved public infrastructure level-of-service standards and policies.</p> <p>Performance Measures:</p> <ul style="list-style-type: none"> • Number of industry meetings per year So far for FY 03-04 our meetings have been held. • Complete customer survey The customer survey has been completed • Develop an action plan based on the results of the customer survey The applicable Assistant Director Groups are evaluating the results of the customer survey and developing a plan of action. • Percent completion of evaluation of existing impact fee structure and implement if necessary Task order has been developed and it's anticipated to be issued in Feb. 04 • Propose revisions to the Department Rules and Regulations, based on the activities of the Infill Committee Meetings of the infill committee have continued. Language to amend rules and Regulations will be drafted by June 04 • Participate in Federal and State organizations and rule making processes No input was required for FY 03-04, 1st Quarter . 	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>Goal: Create a more business-friendly environment in Miami-Dade County</p> <p>Outcome ED 4-1: Improved infrastructure and redevelopment to attract business to undeserved and distressed areas (priority outcome)</p> <p>Performance Measures:</p> <ul style="list-style-type: none"> • Number of weeks for average turn around time for dry and final runs Dry runs 3.8 weeks. Final plans 2 weeks • Implement Water and Sewer needs assessment. Thirty meetings with WASD staff and Earth Tech, the program manager, 23 meetings with the design consultants and 9 other miscellaneous meetings were held during October, November and December 2003. 	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

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Goal: Enable County departments and their service partners to deliver quality customer service

Outcome ES 1-1: Clearly defined performance expectations and standards (priority outcome)

Performance Measures:

- Average call wait time in minutes
Due to delay in implementing the monitoring equipment, the performance measure cannot be calculated at this time
- Improve special collections in million of dollars
From Oct. 1 2003 to December 31, 2003, the eleven different functions of the Collection Branch collected \$6,788,317.57
- Meter reading routes read within the scheduled reading window
One hundred per cent of the scheduled meter reading routes were read within the scheduled reading window.
- Percent of same-day response to orders for connects, disconnects and reconnects
One hundred per cent same-day response to orders for connects, disconnects and reconnects.
- Increase number of documents (as-builds and contracts) available on the network for internal customer use
Various contracts, CD/SA documents, and as builds have been made available.
- Increase the number of POWER/Efficiency projects to achieve operational savings.
Five training sessions are scheduled for the 2nd quarter on performance measures, efficiency initiatives, and reporting, with WASD top management and efficiency leaders.
- Complete development of performance measures for Memorandum Of Understanding for gain sharing
Performance measures were selected and agreed upon for the MOU. WASD is collecting reports on efficiency initiatives and performance measures for FY 03-04.

Strategic Plan
☒ ***Business Plan***
☐ *Budgeted Priorities*
☐ *Customer Service*
☐ *Workforce Dev.*
☐ *ECC Project*
☐ *Audit Response*
☐ *Other* _____
(Describe)

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<p>Goal: Ensure the timely acquisition of “best value” goods and services while maintaining integrity and inclusion</p> <p>Outcome ES 3-1: Streamlined and responsive procurement process (priority outcome)</p> <p>Performance Measures:</p> <ul style="list-style-type: none">• Percent reduction of expired contracts <p>Efforts are being made to notify DPM 180 days prior to the expiration of a contract. MIS is completing an interactive database project for user, that will be operational by March 2004. List of Department Divisions liaisons is completed. Meeting with Division representatives are scheduled for February and March 04 Three contracts consolidation are under way.</p>	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>Goal: Attract, develop and retain an effective, diverse and dedicated team of employees</p> <p>Outcome ES 5-4: Workforce skills to support County priorities (e.g. leadership, customer service, fiscal problem solving technology, etc. (priority outcome)</p> <p>Performance Measures:</p> <ul style="list-style-type: none">• Cumulative number of employees who have received training, through all training delivery methods <p>A total of 850 employees received training during the first quarter of FY 04</p>	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

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<p>Goal: Plan construct and maintain well-designed MDWASD facilities in a timely manner to meet the needs of MDWASD (priority outcome)</p> <p>Outcome ES 6-1 thru ES 6-4 :</p> <ul style="list-style-type: none"> • Safe convenient and accessible facilities planned and built ready to meet needs • Facilities aesthetically pleasing to the community • Worker-friendly and worker-functional facilities • Well-maintained facilities <p>Performance Measures:</p> <ul style="list-style-type: none"> • Average percent completion of facilities projects (current construction, modifications, and upgrades) An average of 26% of facilities projects are completed. • Percent of facilities inspected to establish work to be done to meet all industry standards Ten per cent (10%) of the facilities have been inspected. • Percentage of emergency calls responded within 24 hours and planned service calls within 8 days. Sixty per cent (60%) of emergency calls were responded within 24 hours Fifty per cent (50%) of planned service calls were responded within 24 hours 	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p>
<p>The Department will continue to implement of a \$ 1 billion wastewater facilities improvement program to satisfy the requirements of two federal consent decrees and two state settlement agreements; additional requirements under decrees and agreements have extended the anticipated completion date to January 2010. Program improvements include upgrade of the wastewater collection, transmission, treatment, and disposal systems.</p> <p>Ongoing. As of December 31, 2003; 1,383 milestones have been completed. The updated wastewater facilities master plan approved by the BCC on July 22, 2003, expands the capital plan to the year 2020 to \$2 billion.</p>	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>Provide subsidy to the City of North Miami Beach to reimburse for water and sewer surcharge, charged by the City to UMSA residents living in single-family homes (not to exceed \$ 786,000)</p> <p>This agreement was sent on December 24, 2002 to NMB City Manager for signature to provide for subsidy to residents in UMSA served by the City of North Miami Beach and has not been signed. Modifications would be necessary to address the creation of City of Miami Gardens.</p>	<p><i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

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<p>Continue to modernize and rehabilitate water and wastewater systems, expand and upgrade water and wastewater treatment facility capacity and infrastructure to meet increasing demands. Improve water treatment process to satisfy new standards, and promote water conservation</p> <p>The updated water and wastewater facilities master plans were approved by the BCC on July 22, 2003 and submitted to the Florida Department of Environmental Protection to request State Revolving Fund (SRF) low interest loans. The Department is continuing the construction of the Preston Plant, Contract No. W-655-B. The design of the SMHWTP is progressing, the plans are completed at 30%.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>Continue connecting park sewers (funding of \$3 million provided by Miami-Dade Water and Sewer Department)</p> <p>Review of park projects is ongoing, with reduction or deletion of certain parks.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>The CIO issued a RFP in conjunction with Miami-Dade Aviation and Water and Sewer departments for a new enterprise resource planning (ERP) application.</p> <p>The ERP's selection process is not completed.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>Two horizontal survey crews and one vertical survey crew will be added to the Right-of-Way Division in FY 2003-04, and will be funded by reimbursements from Water and Sewer. These crews will maintain 130 WASD Control Points (Horizontal)</p> <p>The agreement is at the drafting stage.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

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<p>Continue to upgrade wastewater pump stations and transmission mains</p> <p>Through Dec. 31, 2003, a total of 226 additional remedial action plans have been prepared and submitted to the USEPA, per the requirements of Paragraph 16(C)(x) in the First Partial Consent Decree (FPCD). During the last quarter, 6 additional remedial action plans were submitted and 13 additional remedial action plans, were certified to the USEPA. This brings the total certified additional remedial action plans to 193 through December 31, 2003.</p>	<p>___ Strategic Plan</p> <p>___ Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ Workforce Dev.</p> <p>___ ECC Project</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>
<p>Begin preliminary planning and design for the installation of water distribution and sewage collection systems to service the Perrine-Cutler Ridge business area from SW 168th Street to 184th Street and from SW 97th Avenue to Bus way.</p> <p>Cost estimate for water and sewer systems will be provided to Public Works which will determine assessment based on "frontage" or "area". On October 28, 2003, Public Works made a presentation to the Perrine Cutler Ridge Community Council on the various options, including taxing districts. The Council is going to evaluate the options presented and get back to the County. If the owners of the properties included in the project special taxing district decide to go head, a petition can be initiated.</p>	<p>___ Strategic Plan</p> <p>___ Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ Workforce Dev.</p> <p>___ ECC Project</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>
<p>Begin implementation of a new financial system</p> <p>The implementation of the new financial system is still pending completion of the RFP selection process and the Cone Of Silence is still in effect. It is anticipated that procurement of the system will be completed by December 2004.</p>	<p>___ Strategic Plan</p> <p>___ Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ Workforce Dev.</p> <p>___ ECC Project</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>
<p>Continue to inspect and rehabilitate gravity sewers to reduce infiltration and inflow.</p> <p>Ongoing.</p>	<p>___ Strategic Plan</p> <p>___ Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p>___ Customer Service</p> <p>___ Workforce Dev.</p> <p>___ ECC Project</p> <p>___ Audit Response</p> <p>___ Other _____</p> <p>(Describe)</p>

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<p>Continue system wide corrosion control plan including sewer main restoration refurbishing structures at the pump stations and various projects at the regional wastewater treatment plants.</p> <p>Ongoing.</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input checked="" type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>Improvements at the Central District Wastewater Treatment Plant, including digesters improvements, emergency generators, sludge holding tanks, gravity sludge thickener improvements, replacement of plant #2 return activated sludge line, and process improvements.</p> <p>Continue to evaluate the digester covers and sludge transfer. The generator footings are revised to show piles. Waiting for comment from Plant Maintenance to resubmit for permit. The sludge holding tank and the gravity sludge thickener are in the planning process.</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input checked="" type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>Continue multiyear water program addressing water pumping, treatment, transmission, and distribution capacity required under the Comprehensive Development Master Plan (CDMP)</p> <p>The Water Facilities Master Plan has been updated to meet the projected demands to the year 2020. The Plan was approved by the BCC on July 22, 2003, and submitted to FDEP in December 2003 to request SRF low interest loans</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input checked="" type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>\$75,000 Funding for the South Florida Resource Center Mobile Irrigation Lab. will be provided by the Water and Sewer Department</p> <p>The first quarterly payment, in the amount of \$18,750.00 will be made in Feb. 2004</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input checked="" type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>

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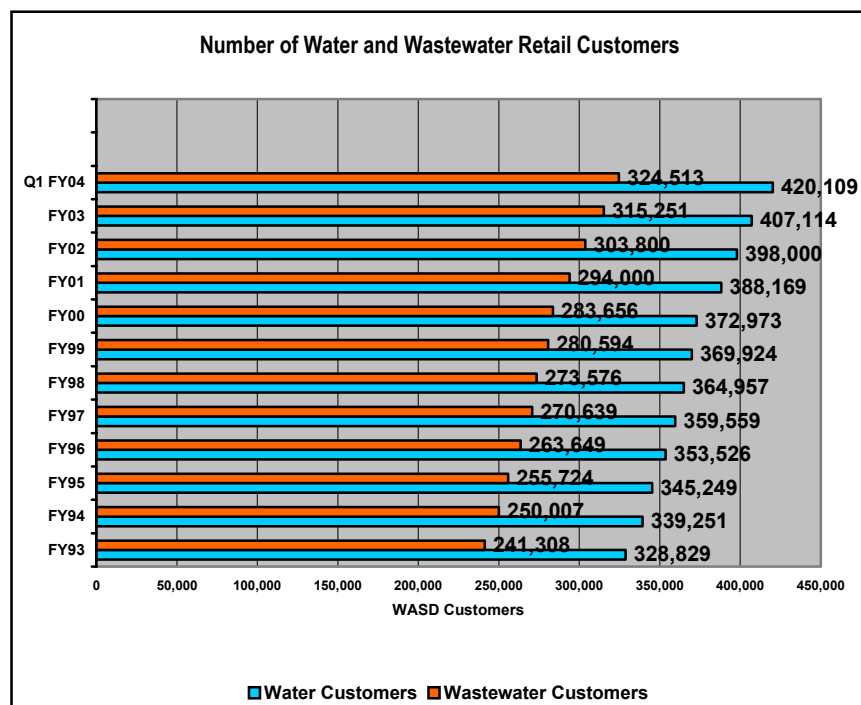
Reporting Period: FY 3-04, First Quarter

<p>Funding for the sewer connection from NW 7th Avenue to 27th Avenue along 183rd Street (\$3 million)</p> <p>An inter-local agreement has been approved by the City of North Miami Beach, pending County approval, for the sewer installation along 183rd Street. A joint project agreement with the Florida Department of Transportation has been signed for the construction, which is anticipated to begin January 1, 2004. Estimated project cost is approximately \$1.5 million.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>Funding for projects along NW 79th Street and along NW 27th Avenue from 54th Street to 135th Street will be obtained from grants and from the Water and Sewer Department</p> <p>On September 23, 2003, EPA Granted \$500,000 for the design of NW 79th Street project.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>

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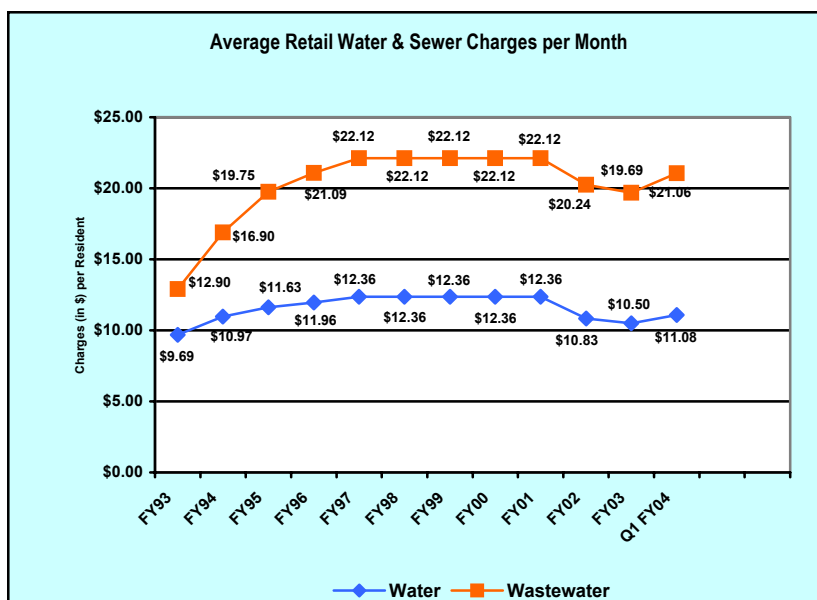
Number of water and sewer customers



☐ Strategic Plan
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☒ Other (Describe)

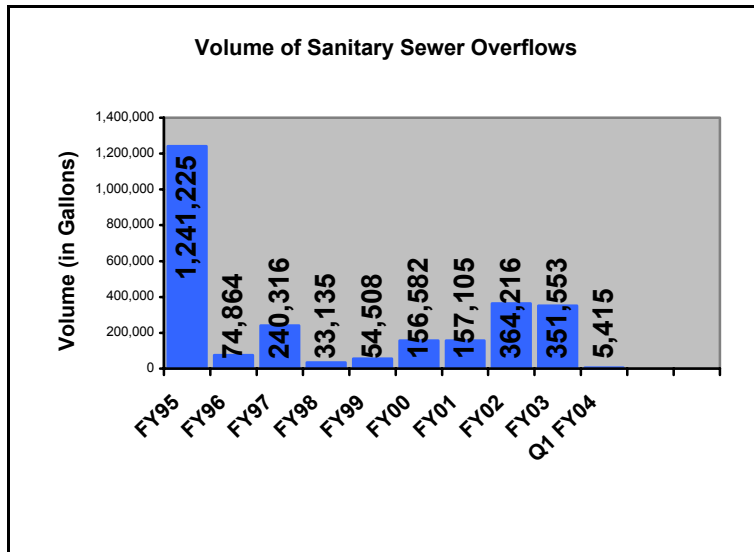
Department Workload Indicator

Average retail water and sewer charges per month



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Performance Measure: Volume of Sanitary Sewer Overflows



NOTE: The volume of overflows excludes those caused by severe storms, contractor breaking a pipe or vandalism. The severe storms include Tropical Storm Gordon (FY95), the October 1998 storm, Hurricane Irene (FY00) and the No-name Storm of October 2000 (FY01). Due to complex and interrelated conditions on 6-21-02, Pump Station #2 experienced a spill of more than 300,000 gallons

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 (Describe)

**Department
Performance
Measure**

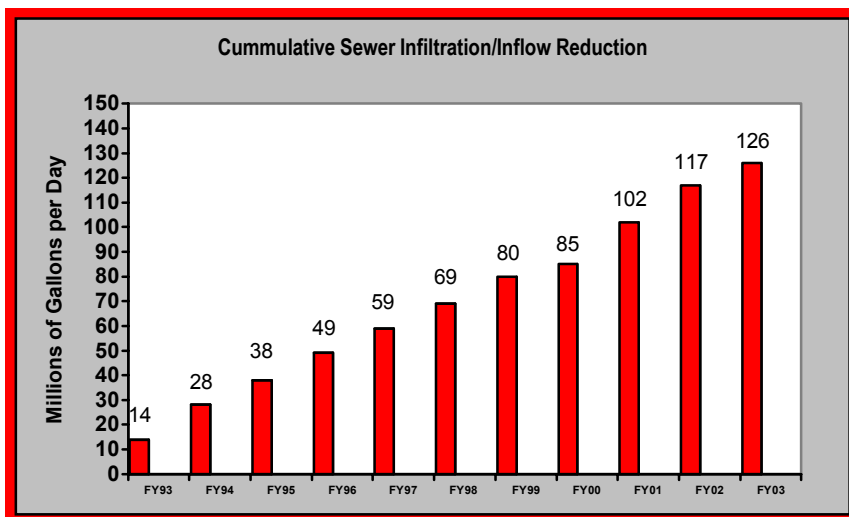
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Performance Measure: Infiltration and Inflow reduction



Note The 1st and 2nd Quarters figures have been changed

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☒ **Other**
 (Describe)

**Department
Performance
Measure**

Efficiency Program – Last fiscal year the department saved \$3,566,494.00
 The sum of \$891,623.00 representing 25% of that saving was distributed to WASD's employees, who on December 12, 2003 received \$398.00 each
 On December 12, 2003, an employee recognition award was held at Miami's Tropical Park.

☐ Strategic Plan
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☐ Audit Response
☐ Other
 (Describe)

Memorandum of Understanding (MOU) ECC Report # 809 –
 WASD management and staff continues to work with OSBM's representatives, and WASD unions to develop an MOU.
 Several proposals have been sent to OSBM and it appears that all parties are getting closer to an agreement

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Financial Plan

On September 17, 2003, the Board of County Commissioners approved the County's FY 03-04 proposed budget which included a 6% overall revenue requirement increase for the Miami-Dade Water and Sewer Department. This equates to a 6.5% increase for the average 7,500 gallon combined water and wastewater residential customer's consumption, or an increase of \$1.95 per month.

☐ *Strategic Plan*
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☐ *Other* _____
(Describe)

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PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL- TIME POSITIONS *	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	2,368	2568	2,408	160						

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Security positions, customer service overages, other overages.

(0810) Administrative Officer 1	(5712) W&S Office Support Specialist 2
(5802) W&S Clerk 2	(5802) W&S Semi-Skilled Laborer
(5852) Treatment Plant Operator 1	(5940) New Business Representative
(5719) W&S Secretary	(5904) Customer Service Supervisor 1

C. Turnover Issues

Promotional positions – each time there is a promotion in one tier, it affects the other positions.

(5541) Pipe fitter Supervisor 2	(5861) Lime Production Plant Operator
(5574) W&S Service Technician Supervisor	(5904) Customer Service Supervisor 1
(5748) Customer Service Representative 1	(5940) New Business Representative
(5749) Customer Service Representative 2	(5972) W&S Plant Maintenance Supv.
(5853) Treatment Plant Operator 2	(5974) W&S Mech. Maintenance Supv.

D. Skill/Hiring Issues

- Salary levels for technical staff.
- County-wide hiring freeze since April 25, 2003.

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

- 25 Agency Temporary Employees
- No Part-time employees

F. Other Issues

- Positions on “CK” status (injuries)
- Residency requirement – qualified applicant from bordering County
- Lack of qualified applicants – Wastewater Chief, Customer Service Chief, Security Chief.
- Significant number of workforce will be retiring from the department in the next 3 years.
Needs succession plan for entire department

Departmental Quarterly Performance Report
Department Name: Miami-Dade Water and Sewer Department
Reporting Period: FY 3-04, First Quarter

DRAFT

FINANCIAL SUMMARY

	FY 2002-2003 Actual	Total Annual Budget	FY 2003-2004					
			Quarter 1		Year-To-Date			% of Annual Budget
			Budget	Actual	Budget	Actual	Variance	
Revenues								
Water Revenues	\$154,757,000	\$161,142,000	\$40,285,500	\$40,608,000	\$40,285,500	\$40,608,000	\$322,500	25%
Wastewater Revenues	\$207,345,000	\$203,797,000	\$50,949,250	\$52,212,000	\$50,949,250	\$52,212,000	\$1,262,750	26%
Non-Operating Revenues	\$33,213,000	\$11,548,000	\$2,887,000	\$2,988,000	\$2,887,000	\$2,988,000	\$101,000	26%
Transfers From Other Funds	\$54,445,000	\$23,665,000	\$5,916,250	\$0	\$5,916,250	\$0	(\$5,916,250)	0%
Cash Carryover Reserve	\$36,642,000	\$37,686,000	\$37,686,000	\$37,686,000	\$37,686,000	\$37,686,000	\$0	N/A
Total Revenues	\$486,402,000	\$437,838,000	\$137,724,000	\$133,494,000	\$137,724,000	\$133,494,000	(\$4,230,000)	
Expenditures								
Water Production & Distribution	\$53,536,000	\$53,829,000	\$13,457,250	\$8,760,000	\$13,457,250	\$8,760,000	\$4,697,250	16%
Wastewater Collection & Treatment	\$90,531,000	\$89,054,000	\$22,263,500	\$21,899,000	\$22,263,500	\$21,899,000	\$364,500	25%
Engineering & Construction	\$10,593,000	\$9,121,000	\$2,280,250	\$2,657,000	\$2,280,250	\$2,657,000	(\$376,750)	29%
Finance/Customer Service	\$39,296,000	\$45,692,000	\$11,423,000	\$9,536,000	\$11,423,000	\$9,536,000	\$1,887,000	21%
Administrative/ Departmental Support	\$24,436,000	\$27,550,000	\$6,887,500	\$5,733,000	\$6,887,500	\$5,733,000	\$1,154,500	21%
Sub-Total Expenditures	\$218,392,000	\$225,246,000	\$56,311,500	\$48,585,000	\$56,311,500	\$48,585,000	\$7,726,500	22%
Non-Operating Expenditures								
Non-Operating Expenditures	\$0	\$1,920,000	\$480,000	\$1,516,000	\$480,000	\$1,516,000	(\$1,036,000)	79%
2003-04 Cash Req. Per Bond Ordinance	\$37,686,000	\$37,538,000	\$37,538,000	\$37,538,000	\$37,538,000	\$37,538,000	\$0	N/A
Sub-Total Non-Operating Expenditures	\$37,686,000	\$39,458,000	\$38,018,000	\$39,054,000	\$38,018,000	\$39,054,000	(\$1,036,000)	
Transfers To Other Funds								
Transfers To Debt Service	\$121,101,000	\$116,247,000	\$29,061,750	\$34,594,000	\$29,061,750	\$34,594,000	(\$5,532,250)	30%
Transfers To Capital	\$69,099,000	\$51,171,000	\$12,792,750	\$12,230,000	\$12,792,750	\$12,230,000	\$562,750	24%
Transfers To/(From) Other Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Operating Transfers To County General Fund	\$40,124,000	\$5,716,000	\$1,429,000	\$14,169,000	\$1,429,000	\$14,169,000	(\$12,740,000)	248%
Sub-Total Transfers To Other Funds	\$230,324,000	\$173,134,000	\$43,283,500	\$60,993,000	\$43,283,500	\$60,993,000	(\$17,709,500)	
Total Expenditures	\$486,402,000	\$437,838,000	\$137,613,000	\$148,632,000	\$137,613,000	\$148,632,000	(\$11,019,000)	
Revenues Less Expenditures	\$0	\$0	\$111,000	(\$15,138,000)	\$111,000	(\$15,138,000)		

Departmental Quarterly Performance Report**DRAFT****Department Name: Miami-Dade Water and Sewer Department****Reporting Period: FY 3-04, First Quarter****EQUITY IN POOLED CASH ***

Fund	FY 2002-2003 Actual Fund Balance	Projected at Year-End as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Rate Stabilization Fund	\$41,973,000	\$30,295,000			
General Reserve Fund	\$48,734,000	\$39,123,000			
Renewal & Replacement Fund	\$72,853,000	\$62,056,000			
Series 1994 Construction Fund	\$1,197,000	\$667,000			
Special Construction Fund	\$11,103,000	\$10,314,000			
Plant Expansion Fund	\$116,399,000	\$108,256,000			
Fire Hydrant Fund	\$4,978,000	\$4,675,000			
Series 1995 Construction Fund	\$54,444,000	\$47,161,000			
Series 1997 Construction Fund	\$156,945,000	\$116,894,000			
Series 1999 Construction Fund	\$113,234,000	\$107,009,000			
Total	\$621,860,000	\$526,450,000	\$0	\$0	\$0

* Projected Year-End Balances reflect fund balances; not cash balances.

Comments:

The quarterly expenditure budget is based on 25% of the annual budget (as required by the Miami-Dade County Charter).

FY 2003-2004 Operating Transfer is shown net of \$28,924,000 Transfer from General Reserve Fund. FY 2003-2004 Operating Transfer is \$34,640,000.

Footnotes for Financial Summary

- 1- Department Transfers from/to Other Funds do not occur until the fourth quarter of the fiscal year.
- 2- Variation of Non-Operating Expenditures primarily due to changes in non-cash items (payables, receivables and inventory).
- 3- Variation of Operating Transfers to County General Fund due to higher than anticipated transfers to the Parks and Recreation Department.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:


Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted total expenditures and available revenues)

As reflected in the footnotes, the negative variance for Transfers From Other Funds is because the transfers do not occur until the fourth quarter of the fiscal year. The negative variance for Operating Transfers To County General Fund is due to higher than anticipated transfers to the Parks and Recreation Department. Therefore, the Financial Summary reflects a \$15,138,000 negative balance.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report



Signature
Department Director

Date 3/29/04